



STATE OF TENNESSEE
DEPARTMENT OF EDUCATION

**REQUEST FOR INFORMATION #33101-888
AMENDMENT # 1
FOR ONLINE FORMS SYSTEM FOR THE
INDIVIDUALIZED EDUCATION ACCOUNT (IEA)
PROGRAM**

DATE: SEPTEMBER 10, 2018

RFI # 33101-888 IS AMENDED AS FOLLOWS:

1. This RFI Schedule of Events updates and confirms scheduled RFI dates. Any event, time, or date containing revised or new text is highlighted.

RFI SCHEDULE OF EVENTS: EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)	UPDATE OR CONFIRM
1.	RFI Issued		8/20/18	CONFIRMED
2.	Vendor Written Comments and Questions Deadline	Noon (12PM)	8/31/18	CONFIRMED
3.	State Response to Vendor Questions	2:00 PM	9/10/18	UPDATED
4.	RFI Response Deadline	Noon (12PM)	9/26/18	
5.	State Schedules Vendor Demo's		9/28/2018	
6.	Vendor Demo	8:00AM- 4:30PM	10/8/18-10/12/18	

2. State responses to questions and comments in the table below amend and clarify this RFI.

Any restatement of RFI text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFI document.

QUESTION / COMMENT		STATE RESPONSE
1	Whether companies from Outside USA can apply for this? (like, from India or Canada)	Yes, provided, however, that the Contractor is able to meet the State's requirement that all Confidential State Data is housed in the continental United States, inclusive of backup data.
2	Whether we need to come over there for	In-person meetings may be preferable in some

QUESTION / COMMENT		STATE RESPONSE
	meetings?	cases, but not required.
3	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	Yes, provided, however, that the Contractor is able to meet the State's requirement that all Confidential State Data is housed in the continental United States, inclusive of backup data.
4	Can we submit the proposals via email?	Yes. Proposals can be emailed to: Tamara.Byrd@tn.gov see the RFI document for specific details about the submission requirements.
5	Is there a current contracted vendor supplying an online forms system or would this be considered a new requirement for the Department?	The Department does not have a contract with a vendor for an IEA forms system. The Department is currently utilizing services procured through a statewide contract managed by the central procurement office.
6	Does the Department have any timeline they are hoping to stick to in regards to a possible solicitation release?	Timeline will be finalized after the State completes its review of responses to this RFI and consults with the central procurement office.
7	Do you happen to know if the IEA Program has any relationship to the current Individualized Education Program (IEP) Data Management System that has a contract with the Public Consulting Group (Contract #: 44346)? Are these two programs (IEA Program and IEP) the same or are they separate programs for the State?	These are two separate programs, both within the TN Department of Education.
8	Does the online application form need to reside on a current website? If so what website is it and what backend system is it running?	No.
9	Does the online application form need to be developed in a certain platform or code base?	No.
10	Is there a website that needs to be built alongside the forms?	No.
11	Do you have a domain name that people will go to for the online application form?	No.
12	Are there any requirements for hosting the online application form (i.e... HIPPA, SOC 2, 3)?	Yes, see the pro forma contract in Attachment A, which outlines the expected requirements. Section E.8 outlines security requirements for Contractor Hosted Services and Confidential Data. Other sections, such as E.9. on FERPA, and E.10. on personally identifiable information, also include related requirements.
13	Does the Department expect that the vendor will be responsible for other areas of the program in the future (program marketing,	Not at this time; however, if additional program needs are identified in future, the Department may consider contracting for those services.

QUESTION / COMMENT	STATE RESPONSE
policy technical assistance, fiscal intermediary services)?	
14 Has the Department determined an administrative budget for this program?	The Department does have a budget for the administration of the Program as a whole, but has not yet determined a budget for this Online Forms System; the budget will be determined after the State completes its review of responses to this RFI and consults with the central procurement office.
15 Within the Expense Reporting Form, items E-G states that information should pre-populate information. Is it expected that the pre-populated data could change from school year to school year?	Yes, the pre-populated data would be based on the data submitted by individual users and would be unique to each user. So for example, user A submits pre-approval Form 1, and that pre-approval Form 1 data submitted by user A would pre-populate in their Expense Report Form. This is a preferred feature, not required.
16 Will the vendor be responsible for integrating data with other systems in use by the Department? If so, please describe.	No.
17 How many students will be estimated to participate in the IEA program this year? Does the Department expect this number to project higher in future years?	137 students enrolled in the IEA Program for the 2018-19 school year. There are approximately 40,000 students eligible to enroll in the Program, and the program is expected to continue to grow. This is the third year of program implementation; year 1 enrollment was 42, and year 2 enrollment was 88.
18 Does the Department expect that the vendor will be responsible for Tier 1 and 2 support, as well as user training materials, for the system?	Possibly, the department is interested in information about what support options are offered and what user guides/training materials are offered within the application.
19 The Department will have access to the user names, passwords, and user role type of all users in the administrative section; this information will be organized and displayed based on the user role. Question: What security requirements apply to allowing Department employees to have access to passwords?	Only members of the IEA Team be given administrative access this data.
20 The Department will be notified via email if the user updates their profile page. Question: How many users are expected?	137 students enrolled in the IEA Program for the 2018-19 school year. There are approximately 40,000 students eligible to enroll in the Program, and the program is expected to continue to grow. This is the third year of program implementation; year 1 enrollment was 42, and year 2 enrollment was 88.
21 Users will receive an email confirmation when the form is submitted. The Department will be able to create and modify these confirmation messages, and personalize them for each form type.	The confirmation emails will be unique for each form, and standard for all users; confirmation emails will not be customized for each user.

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<p>Question: What elements are expected to be personalized by form type - subject, email body, email "from" address? Are any personalization's not at the "form" level, but conditional and at the level of an individual recipient (as in, based on your income of "X", you will now need to do "Y, Z".)</p>	
<p>22 Users will be able to digitally sign the form. Question: Is the signature to be legally binding, or what manner of sign-off is requested? Will digital signatures need an audit trail? Question: Will there need to be a routing with multiple signatures?</p>	<p>Yes, the signatures will be legally binding. An audit trail is preferable, and the department is interested in any additional associated costs for this feature.</p> <p>No, there will not need to be a routing with multiple signatures, only the user will need to sign the form, but the Department will need to take action on the form as described in the RFI section 12, page 7.</p>
<p>23 A list of pre-populated information for expenses that require pre-approval (e.g., computer hardware, educational therapy, tutoring services (individual), tutoring services (facility), and others) will be the only ones a user can select from for those types of expenses if the user submitted an expense pre-approval form. (Preferred, not required.) Question: How do pre-approval forms differ from standard expense forms, in terms of data, validations, submissions, retrieval, and workflow?</p>	<p>Some expenses require pre-approval before funds can be used to purchase the items and some expenses have pre-approval forms, but pre-approval is not required. Each pre-approval form is for one type of expense (e.g., curriculum), whereas the expense report form includes all expenses; therefore, the expense report forms will have much more data. The pre-approval forms would be submitted and approved before the IEA funds are used and before the expenses are reported on the expense report form. The validations, submissions, retrievals, and workflows will be very similar, except that users submit one expense report each quarter (i.e., four per year) and one final expense report before they exit the program, if applicable, but can submitted an unlimited number of pre-approval forms. There are some additional features that will be needed for the expense report form, as explained in section 1, page 6 of the RFI. See Chapters 8-9 of the IEA Parent Handbook for a description of the pre-approval forms, and Chapter 10 for a description of the expense report form.</p>

3. **RFI Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFI not expressly amended herein shall remain in full force and effect.